

Dear Compliance Officer,

As we usher in the New Year, it is crucial that we take steps to reinforce vigilance among customers in conducting banking transactions.

The Financial Intelligence Unit (FIU) has noted a concerning rise in reported incidents where customers have fallen victim to fraudulent activities, mainly due to their oversight.

In light of this, we strongly recommend communicating the following reminders to your customer base:

1. Guard Personal Information – Customers should refrain from sharing sensitive information, such as passwords, PINs, OTPs, etc., under any circumstances since this information plays a critical role in safeguarding their financial assets.
2. Account Access Control – Customers should not permit third parties to operate their accounts since, in the event of unauthorized transactions, customers may be held accountable and required to cooperate with Law Enforcement Agencies.

The FIU requests you to circulate this message for the benefit of all customers to protect their hard-earned money. By implementing these protective and preventive steps, we help foster a culture of security and responsibility and contribute to a safer banking environment for all stakeholders.